Comparisons of Job Characteristics

Focus Occupation: Computer Support Specialists (15-1041)
Associated Occupation: Computer Software Engineers, Applications (15-1031)

Compare Knowledge
Compare Skills
Compare Abilities
Compare Detailed Work Activities
Compare Tools and Technologies

<<	Focus occupation element is much lower
<	Focus occupation element is lower
0	Focus occupation element is at a similar level
>	Focus occupation element is at a higher level
>>	Focus occupation element is at a much higher level

Knowledge — Similarity of Focus Occupation to Associated Occupation: 78

Focus Occupation: Computer Support Specialists (15-1041)
Associated Occupation: Computer Software Engineers, Applications (15-1031)

Associated Occupation's Key Knowledge Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Computers and Electronics	8.4	23.8	22.0	0	Current knowledge level may be sufficient
Mathematics	9.2	15.4	7.4	<<	Extensive education and/or training may be required
Engineering and Technology	5.7	10.1	9.7	0	Current knowledge level may be sufficient

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Skills — Similarity of Focus Occupation to Associated Occupation: 33

Focus Occupation: Computer Support Specialists (15-1041)
Associated Occupation: Computer Software Engineers, Applications (15-1031)

Associated Occupation's Key Skills Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Programming	2.2	14.6	3.9	<<	Extensive development of skills in this area may be required
Complex Problem Solving	9.1	14.1	10.0	<<	Extensive development of skills in this area may be required
Troubleshooting	4.5	13.5	7.7	<<	Extensive development of skills in this area may be required
Systems Evaluation	6.4	13.4	7.2	<<	Extensive development of skills in this area may be required
Systems Analysis	6.5	13.3	8.4	<<	Extensive development of skills in this area may be required
Mathematics	6.2	12.0	5.4	<<	Extensive development of skills in this area may be required
Operations Analysis	5.0	11.4	6.7	<<	Extensive development of skills in this area may be required

Technology Design	2.6	10.3	3.1	<<	Extensive development of skills in this area may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Abilities — Similarity of Focus Occupation to Associated Occupation: 88

Focus Occupation: Computer Support Specialists (15-1041)
Associated Occupation: Computer Software Engineers, Applications (15-1031)

Associated Occupation's Key Abilities Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Deductive Reasoning	10.6	13.6	10.6	<<	Extensive improvement in abilities may be required
Mathematical Reasoning	6.3	12.4	6.2	<<	Extensive improvement in abilities may be required
Fluency of Ideas	7.6	11.9	7.6	<<	Extensive improvement in abilities may be required
Number Facility	6.3	11.2	5.9	<<	Extensive improvement in abilities may be required
Category Flexibility	9.0	11.1	9.3	<	Some improvement in abilities may be required
Originality	7.6	10.8	7.5	<<	Extensive improvement in abilities may be required
Selective Attention	8.7	10.5	9.1	<	Some improvement in abilities may be required
Speed of Closure	5.9	8.1	6.2	<	Some improvement in abilities may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Activities that Both Occupations Have in Common — Similarity of Focus Occupation to Associated Occupation: 92

Focus Occupation: Computer Support Specialists (15-1041)
Associated Occupation: Computer Software Engineers, Applications (15-1031)

Work Activities	Exclusivity of Activity
Adjust computer operation system	84
Communicate technical information	4
Conduct training for personnel	30
Evaluate computer system user requests or requirements	81
Evaluate prototype computer software systems	89
Follow data security procedures	77
Follow data storage procedures	75
Install hardware, software, or peripheral equipment	89
Monitor computer operation	85
Monitor operating conditions	99

Program computers using existing software	85
Provide technical computer training	82
Recommend software or hardware purchases	85
Test computer programs or systems	78
Train workers in use of equipment	87
Use computer networking technology	81
Use computers to enter, access or retrieve data	3
Use knowledge of mainframe computers	78
Use spreadsheet software	18
Write computer software, programs, or code	84

Not all positions in these occupations will necessarily perform all of the listed activities. The exclusivity rating is an indication of how unique the activity is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations engage in that activity.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Tools and Technologies that Both Occupations Have in Common

Similarity of Focus Occupation to Associated Occupation: 85

Focus Occupation: Computer Support Specialists (15-1041)
Associated Occupation: Computer Software Engineers, Applications (15-1031)

Tools and Technologies	Exclusivity
Business function specific software	1
Computers	1
Content authoring and editing software	1
Data management and query software	1
Development software	4
Electronic and communication measuring and testing instruments	14
Industry specific software	1
Network applications software	1
Networking software	21
Operating environment software	12
Removable storage media	70
Security and protection software	30
Utility and device driver software	17

Not all positions in these occupations will necessarily use all of the listed tools and technologies. The exclusivity rating is an indication of how unique the tool or technology is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations use that tool or technology.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.